

## SHAL's Strategic Priorities

April 2024

SHAL's purpose is to provide safe, warm, affordable homes for people who are homeless or in housing need and for whom the housing market does not provide.

Our strategic objectives have been set for the next 5 years as:

- To invest well in our homes
- To support people who are struggling financially
- To ensure that SHAL is a finally robust business

The priorities identified by our tenants have been a driver in establishing these objectives. These are currently:

1. Invest in maintaining and improving the standard of our homes
2. Invest in improving the energy efficiency of our homes
3. Support people who are struggling financially
4. Do more to help people with disabilities get the support they need
5. Support people who want to maintain and improve their home themselves
6. Help people improve their mental health and wellbeing
7. Build more homes

To support the delivery of these priorities SHAL co-created with tenants and colleagues 5 commitments which describe the way we aim to behave:

1. Create a strong community
2. Build strong relationships
3. Provide quality homes and services
4. Include, listen and understand
5. Be transparent and accountable

To do this all colleagues receive training to build their technical skills and knowledge and to create awareness of the impact of trauma and the ways in which we can make, maintain and where needed mend relationships.